

↑ good direction

updated: 3/15/2006

## Outreach Events (Neighborhood P.R.I.D.E. Program)

Olga Espinosa Grisel Rodriguez Jennifer Armand

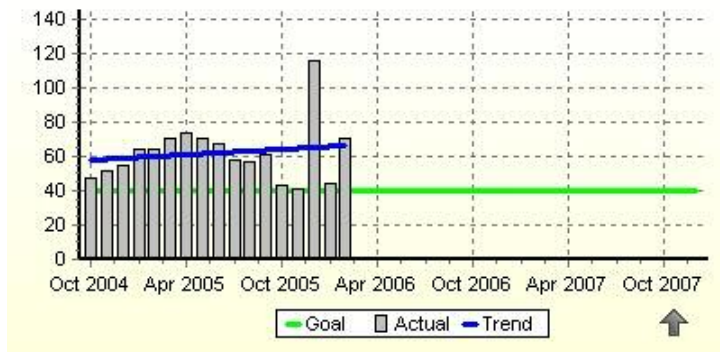
Departmental number of outreach projects including, wall paint outs, litter pick ups, community information fairs, information sweeps, hurricane fairs, school events, beautification projects, etc. This data is collected on a monthly basis by regional office.

### Performance Graph

### Initiatives Linked To Measure

### Owner(s)

### Neighborhood P.R.I.D.E. Program (Month...



↑ good direction

updated: 1/26/2006

### Child Measures Linked To Measure

		ACTUAL	GOAL	DATE
🏠	Kendall Office PRIDE Projects	19	5	Feb 2006
🏠	Melrose Office PRIDE Projects	7	5	Feb 2006
🏠	Northeast Office PRIDE Projects	5	5	Feb 2006
🏠	Northside Office PRIDE Projects	6	5	Feb 2006
🏠	Northwest Office PRIDE Projects	20	5	Feb 2006
🏠	South Office PRIDE Projects	4	5	Feb 2006
🏠	Tamiami Office PRIDE Projects	4	5	Feb 2006
🏠	West Office PRIDE Projects	5	5	Feb 2006

**Objective Name****Owner(s)**

Increase Community Outreach Initiatives

Olga Espinosa Grisel Rodriguez

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measures****Owner(s)**

Community Meetings

Olga Espinosa Grisel Rodriguez Jennifer Armand

Number of community meetings attended by Team Metro staff

**Performance Graph****Community Meetings**

↑ good direction

updated: 12/7/2005

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Kendall Office Community Meetings	16	4	Feb 2006
Melrose Office Community Meetings	12	4	Feb 2006
Northeast Office Community Meetings	3	4	Feb 2006
Northside Office Community Meetings	13	4	Feb 2006
Northwest Office Community Meetings	15	4	Feb 2006
South Office Community Meetings	4	4	Feb 2006
Tamiami Office Community Meetings	12	4	Feb 2006
West Office Community Meetings	10	4	Feb 2006

Team Metro Publications

Olga Espinosa Grisel Rodriguez Jennifer Armand

Number of publications produced and printed by Team Metro throughout the year

**Performance Graph****Team Metro Publications**

↑ good direction

updated: 3/21/2006

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Objective Name	Owner(s)
Increase Direct Sales Transactions	Jennifer Armand Grisel Rodriguez Team Metro

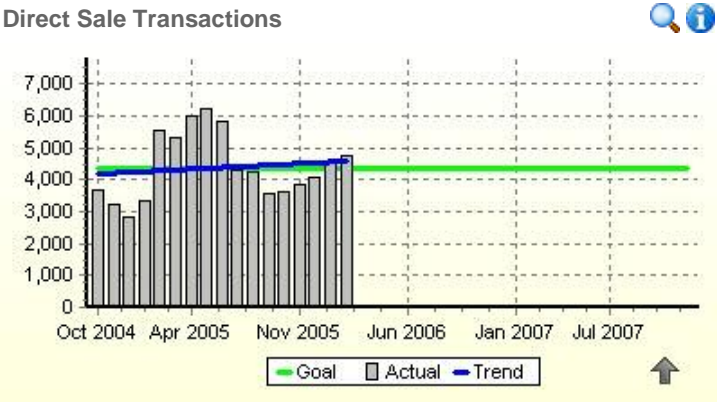
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
---------------------------------	----------	------------------------

Parent Objectives

Measures	Owner(s)
Direct Sale Transactions	Grisel Rodriguez Jennifer Armand Aneisha Daniel
Number of monthly departmental direct sales	

Performance Graph

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Baby Stroller Permit Transactions	646	615	Feb 2006
Other Direct Sales Transactions	2,129	2,000	Feb 2006
Passport Direct Sale Transactions	2,011	1,725	Feb 2006

good direction

updated: 12/9/2005

Financial

Objective Name	Owner(s)
Meet Budget Targets (Team Metro)	Aneisha Daniel Sammie Walthour

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Revenue: Total (Team Metro)	Sammie Walthour Jennifer Armand Aneisha Daniel
Total revenue in \$1,000s (from FAMIS)	

Performance Graph

Revenue: Total (Team Metro)

<

Expen: Total (Team Metro)	Sammie Walthour Jennifer Armand Aneisha Daniel
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph

Expen: Total (Team Metro)

Internal

Objective Name	Owner(s)
Chapter 17: Minimum Housing Response Time	Michael Anderson Jennifer Armand Alfredo Rodriguez Grisel Rodriguez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Use consistent, fair and effective means to achieve code compliance
		<b>Parent Objectives</b>
		(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

Measures	Owner(s)
Chapter 17: Number of days elapsed between case open date to first MH inspection during this time frame.	Alfredo Rodriguez Grisel Rodriguez Jennifer Armand

Performance Graph	Initiatives Linked To Measure	Owner(s)
-------------------	-------------------------------	----------



Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

**Objective Name****Owner(s)**

Chapter 19 and 33 Response Time

Jennifer Armand Grisel Rodriguez Alfredo Rodriguez

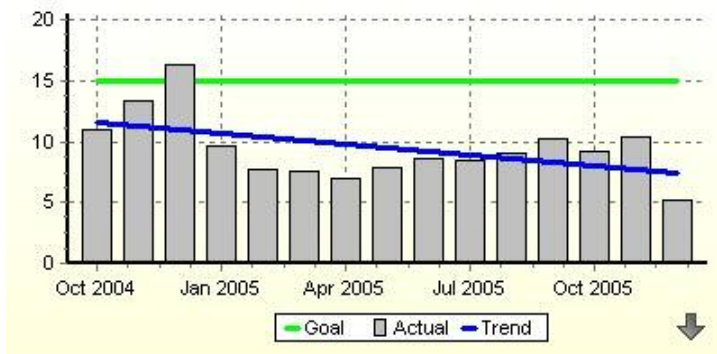
**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measures****Owner(s)**

Chapter 19 Average days elapsed between the case open date and the first NCO inspection

Jennifer Armand Alfredo Rodriguez Grisel Rodriguez Aneisha Daniel

**Performance Graph****Initiatives Linked To Measure****Owner(s)**

First Inspection Response Time for Cha...



↓ good direction

updated: 1/20/2006

**Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
⚡ Kendall Chapter 19: Average days elapsed between the case open date and the first NCO inspection	0	15	Mar 2006
⚡ Melrose Chapter 19: Average days elapsed between the case open date and the first NCO inspection	1	15	Feb 2006
⚡ Northeast Chapter 19: Average days elapsed between the case open date and the first NCO inspection	2	15	Mar 2006
⚡ Northside Chapter 19: Average days elapsed between the case open date and the first NCO inspection	1	15	Feb 2006
⚡ Northwest Chapter 19: Average days elapsed between the case open date and the first NCO inspection	1	15	Feb 2006
⚡ South Chapter 19: Average days elapsed between the case open date and the first NCO inspection	3	15	Mar 2006
⚡ Tamiami Chapter 19: Average days elapsed between the case open date and the first NCO inspection	6	15	Feb 2006
⚡ West Chapter 19: Average days elapsed between the case open date and the first NCO inspection	6	15	Feb 2006

Chapter 33: Average days elapsed between the case open date and the first NCO inspection

Jennifer Armand Alfredo Rodriguez Grisel Rodriguez

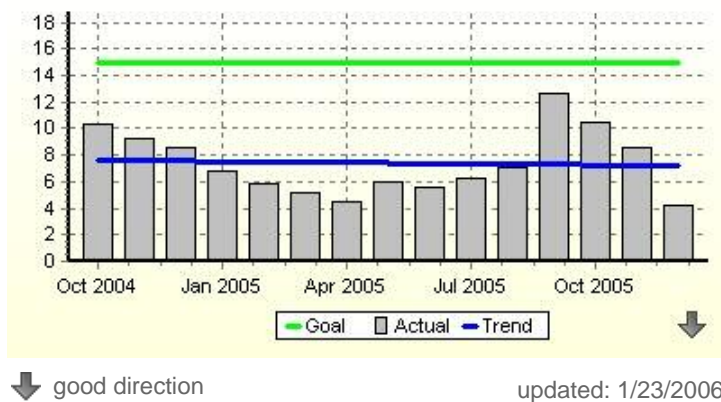
**Performance Graph****Initiatives Linked To Measure****Owner(s)**

Chapter 33: Average days elapsed betwe...

**Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
⚡ Kendall Chapter 33: Average days elapsed between the case open date and the first NCO inspection	5	15	Feb 2006
⚡ Melrose Chapter 33: Average days elapsed between the case open date and the first NCO inspection	3	15	Feb 2006





Northeast Chapter 33: Average days elapsed between the case open date and the first NCO inspection	1	15	Mar 2006
Northside Chapter 33: Average days elapsed between the case open date and the first NCO inspection	3	15	Feb 2006
Northwest Chapter 33: Average days elapsed between the case open date and the first NCO inspection	2	15	Feb 2006
South Chapter 33: Average days elapsed between the case open date and the first NCO inspection	2	15	Mar 2006
Tamiami Chapter 33: Average days elapsed between the case open date and the first NCO inspection	5	15	Feb 2006
West Chapter 33: Average days elapsed between the case open date and the first NCO inspection	7	15	Feb 2006

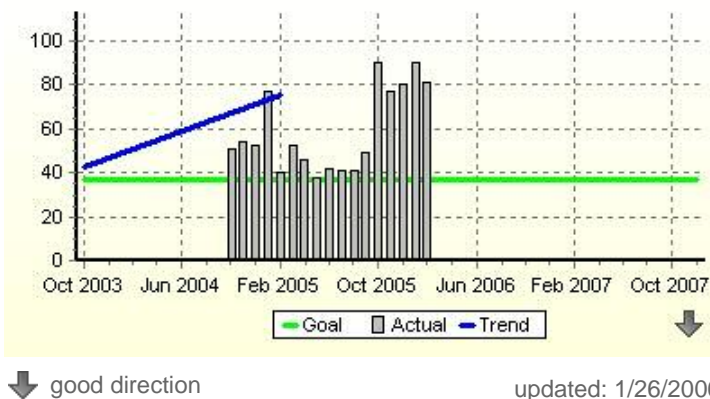
#### Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Letter

Jennifer Armand Alfredo Rodriguez Grisel Rodriguez

Average Days Elapsed First NCO Inspection and Compliance for cases where the property owner complied with a warning notice and no CVN was issued

#### Performance Graph

#### Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice



#### Initiatives Linked To Measure

#### Owner(s)

#### Child Measures Linked To Measure

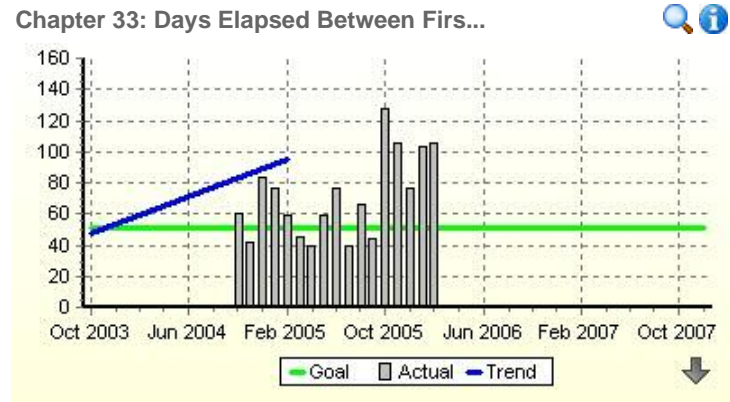
	ACTUAL	GOAL	DATE
Kendall Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	46	37	Feb 2006
Melrose Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	33	37	Feb 2006
Northeast Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	25	37	Mar 2006
Northside Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	101	37	Feb 2006
Northwest Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	206	37	Feb 2006
South Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	126	37	Mar 2006
Tamiami Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	51	37	Feb 2006
West Chapter 19: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	70	37	Feb 2006



with Warning Letter

Average Days Elapsed First NCO Inspection and Compliance for cases where the property owner complied with a warning notice and no CVN was issued

Performance Graph



↓ good direction

updated: 1/23/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
⚡ Kendall Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	42	51	Feb 2006
⚡ Melrose Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	200	51	Feb 2006
⚡ Northeast Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	39	51	Mar 2006
⚡ Northside Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	235	51	Feb 2006
⚡ Northwest Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	121	51	Feb 2006
⚡ South Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	70	51	Mar 2006
⚡ Tamiami Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	58	51	Feb 2006
⚡ West Chapter 33: Days Elapsed Between First NCO Inspection and Compliance with Warning Notice	110	51	Feb 2006

<b>Objective Name</b>	<b>Owner(s)</b>
Maximize Citation and Lien Collection	Michael Anderson Carmen Murga

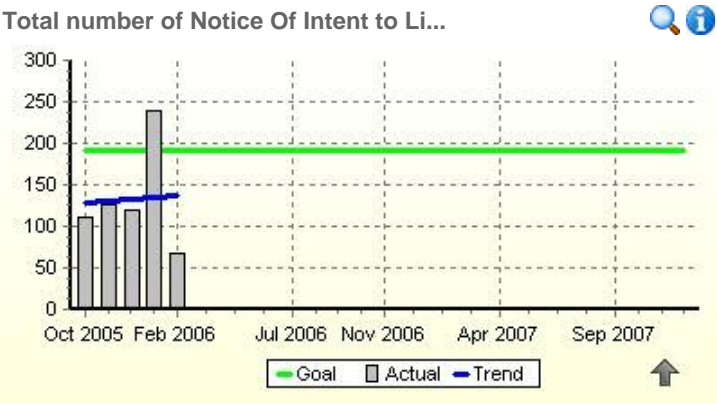
<b>Initiatives Linked To Objective</b>	<b>Owner(s)</b>	<b>GrandParent Objectives</b>
--	-----------------	-------------------------------

Parent Objectives

<b>Measures</b>	<b>Owner(s)</b>
Total number of Notice Of Intent to Lien (NOIL)	Michael Anderson Carmen Murga

Total number of (NOIL's) posted.

<b>Performance Graph</b>	<b>Initiatives Linked To Measure</b>	<b>Owner(s)</b>
--------------------------	--------------------------------------	-----------------



↑

good direction

updated: 3/24/2006

Total number of Liens recorded	Michael Anderson Carmen Murga
--------------------------------	-------------------------------

<b>Performance Graph</b>	<b>Initiatives Linked To Measure</b>	<b>Owner(s)</b>
--------------------------	--------------------------------------	-----------------



↑

good direction

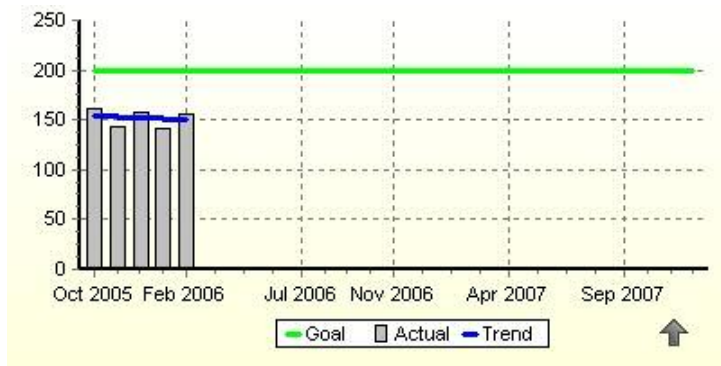
updated: 3/24/2006

Total number of Liens settled	Michael Anderson Carmen Murga
-------------------------------	-------------------------------

<b>Performance Graph</b>	<b>Initiatives Linked To Measure</b>	<b>Owner(s)</b>
--------------------------	--------------------------------------	-----------------

Total number of Liens settled

<b>Child Measures Linked To Measure</b>	<b>ACTUAL</b>	<b>GOAL</b>	<b>DATE</b>
---	---------------	-------------	-------------



↑ good direction

updated: 3/24/2006

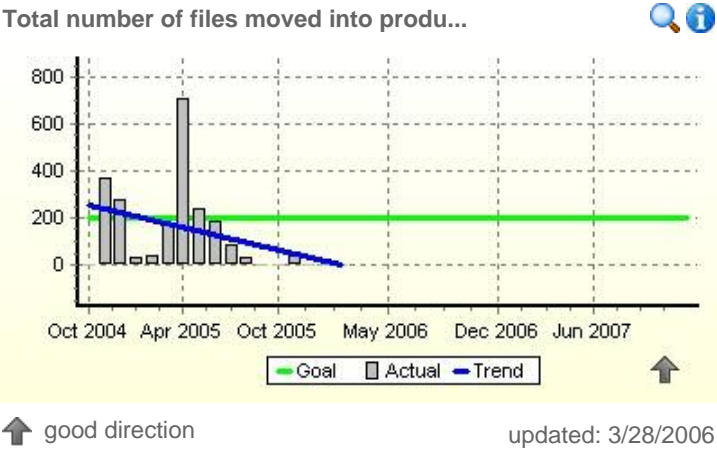
Objective Name	Owner(s)
Paper Reduction an improved access to information	Michael Anderson Ana Utset

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
---------------------------------	----------	------------------------

Parent Objectives

Measures	Owner(s)
Total number of files moved into production.	Carmen Murga Michael Anderson Ana Utset

Performance Graph	Initiatives Linked To Measure	Owner(s)
-------------------	-------------------------------	----------



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
----------------------------------	--------	------	------

**Objective Name**

Chapter 19: Remediation (Nuisance Removal)

**Owner(s)**

Jennifer Armand Alfredo Rodriguez Grisel Rodriguez

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measures**

Chapter 19: Number of days from remediation acceptance date to assigned to contractor, including Lot Clearing and Abandoned Property.

**Owner(s)**

Alfredo Rodriguez

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**



# Learning and Growth

Objective Name	Owner(s)
Maintain Projected Turnover Targets	Michael Anderson Jennifer Walker

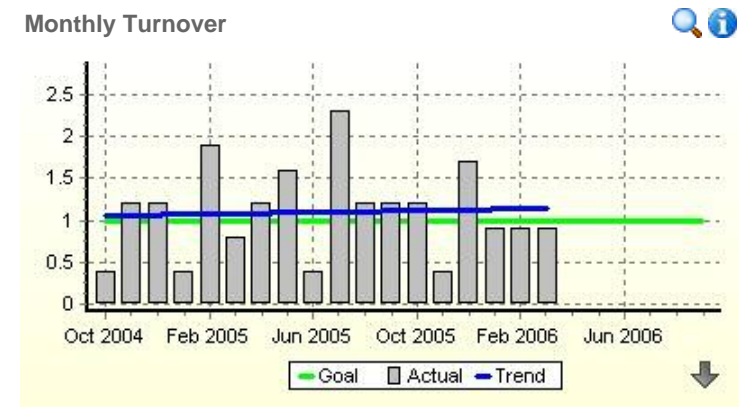
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
---------------------------------	----------	------------------------

## Parent Objectives

Measures	Owner(s)
Monthly Turnover	Michael Anderson Jennifer Walker

Monthly turnover calculated # separations/total positions

Performance Graph	Initiatives Linked To Measure	Owner(s)
-------------------	-------------------------------	----------



↓ good direction      updated: 4/5/2006

Child Measures Linked To Measure	ACTUAL	GOAL	DATE
----------------------------------	--------	------	------

**Objective Name**

Employee enhancement and growth

**Owner(s)**

Jennifer Armand Olga Espinosa Grisel Rodriguez

**Initiatives Linked To Objective**

**Owner(s)**

**GrandParent Objectives**

**Parent Objectives**

**Measures**

Training classes offered

**Owner(s)**

Olga Espinosa Grisel Rodriguez Jennifer Armand

Number of training classes offeres to Team Metro staff monthly.

**Performance Graph**

**Initiatives Linked To Measure**

**Owner(s)**

